



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/578,723

Examiner : W. J. DEANE Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S  
GOALS AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT

**REQUEST FOR EXTENSION OF TIME**

Commissioner for Patents  
U.S. Patent and Trademark Office  
220 20th Street S.  
Customer Window, Mail Stop \_\_\_\_\_  
Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Sir :

Please extend the time for response to the Official Office Action dated June 4, 2004 by two months, from September 7, 2004 (September 4, 2004, being a Saturday) to November 4, 2004. A check including the amount of \$430.00 is enclosed as payment for the fee.

The U.S. Patent and Trademark Office is hereby authorized to credit any overpayment or charge any additional fee to Deposit Account No. 19-0089.

11/05/2004 EABUBAK1 00000004 09578723

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430.00 OP

Respectfully Submitted,  
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November 3, 2004  
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